INSTRUCTIONS TO COMPLETE DELL CLAIM FORM

Section 1 Dell Preferred Account.

Please provide the Dell Preferred Account ("DPA") number if you used a DPA account to finance your purchase that is the subject of your claim. If you did not use a DPA (or have an account), you do not need to fill this section out.

Section 2 Dell product or service.

Your claim must relate to a Dell product or service (such as extended warranty or service contract) that you purchased. For example, if you purchased a Dell laptop from Dell and you had to pay a local repair company to fix it because Dell failed to repair it while it was covered by warranty, you can file a claim.

Section 3 Date of purchase.

Please provide the date of purchase of the item that is the subject of your claim. Your purchase must have occurred on or after April 1, 2005 for your claim to be eligible.

Section 4 Purchase price.

Please provide the price of your original purchase. This amount will most likely be larger than the amount you will be able to claim after you have filled out Sections 5 and 6 (see form and instructions below).

Section 5 Basis of your claim.

In this section, you may check one or more of the items listed that apply to your particular circumstances. The items listed address practices that the states have determined would violate our consumer protection laws. Dell has agreed to correct their business practices so that they will be in compliance with the law in the various states.

Each item is self-explanatory. You may find that none of the items relate to your circumstances. For example, you may have experienced a service-related problem like long hold times or being on the phone for extended periods of time with service personnel, but Dell ultimately corrected your problem. You may believe that you are entitled to some monetary recovery for your time; however, that would not be an eligible claim under this claims process. Another possible problem may be that your Dell product stopped working after the warranty period was over and you may believe that you are entitled to some compensation because you believe that the product should have been more durable. Again, this would not be an eligible claim in this process.

If your issue is not covered by any of the items listed in Section 5 you might want to file a consumer complaint with our office, if you have not previously done so. We will attempt to informally mediate your complaint with Dell. You can call our office at (401) 274-4400,extension 1, to speak with an Investigator in our office or to request a claim form.

Section 6 Monetary amounts.

Each item in this list relates to one or more of the items in Section 5 that you have checked. Again, these are fairly self-explanatory. The amount(s) that you provide in this section will make up your claim. Provide your actual amounts if you have them. If you no longer have documentation that would help you verify your claimed amount(s), you may submit your best estimate. Any amount(s) you provide in this section must be money you paid out-of-pocket, either at the time of your original purchase, or subsequently, such as for unexpected fees, interest, or extended service coverage. **You must submit an amount in one or more of the blanks in this section in order for your claim to be considered for restitution.** We will review your claim form and the amounts you have provided and may contact you for further clarification.

Section 7 Refunds, credits and other recovery.

In this section, we ask that you check one of the two boxes. For example, if Dell replaced a faulty product for which you are claiming restitution, you would check the "Yes" box. Likewise, you may have gotten some other refund or credit from Dell to address your particular concern.

Section 8 Other legal action.

Please check the appropriate box. For example, if you are suing Dell in a small claims court" proceeding, you would check "Yes." Also, you would check "Yes" If you have **agreed** to be or to have been a "class member" in a class action lawsuit. You should check "No" otherwise.

Section 9 Explanation of your "Yes" response to either Section 7 or 8.

Please provide a brief explanation of the circumstances and the monetary value of any refund or other recovery you have received in the past.

Section 10 Total amount of your claim.

Add any amount(s) you have provided in Section 6, subtract any amounts you have provided in Section 9. This is your claim amount.

Section 11 Brief explanation.

If necessary, please provide a brief explanation of your claim amount. You do not have to provide an explanation if you believe that the information you have provided in the preceding sections is adequate. If we have questions regarding your claim, we will contact you.

Section 12 Personal information and declaration.

In order to get your restitution payment to you, we will need the information we are asking you to provide in this section. **You must sign the form.** By signing, you are declaring that the information you are providing is true and accurate. Even if you have estimated some amounts, so long as those estimates are true and accurate to the best of your knowledge, you may sign the declaration.